



April 6, 2009

# IVH Insights

## NEWS FROM PERSONNEL SERVICES

by Dennis Mack

Last Friday, March 27, was the first pay day for the on-line warrants. Overall, things seem to be going well and employees are getting on-line to view their pay information. We have had very few complaints and have actually seen approximately 13 new enrollments for direct deposit of their pay during the month of March.

To assist employees wanting to access the on-line system, a shortcut was added to the library computers that will go directly to the system. Additionally, we have added a computer in the Personnel Office that employees can use for the on-line warrant system and for accessing the on-line benefits system.

Don't forget to review the **new Time Clock instructions** posted near each new time clock.



Picture of New IVH Website

## Commandant's Corner

The new Iowa Veterans Home website is up and running. The new site can be found at [www.iowaveteranshome.org](http://www.iowaveteranshome.org) and has many valuable resources all in one location.

A self-posting calendar of events is a new feature on the website that will assist staff, residents, and families in keeping track of the hundreds of activities that take place at the IVH each month. The calendar lists activities by specific unit, all units, staff only, residents only, and all.

A photo gallery on the "About Us" page displays a wide variety of photos from around the campus, resident activities, historical, and community events.

Staff from the Information Technology Department and the Marketing/PR Department worked for many months to gather helpful information to showcase on this new website. I hope you will check it out and let us know what you think.

The work rule for no smoking on grounds will go into effect **July 1, 2009**. Smoking will only be allowed in personal vehicles during breaks and meal periods. For their safety, night shift employees will be allowed to smoke in the interior courtyard.

Commandant Dan Steen



Members of the State and National AMVETS visited the Iowa Veterans Home last week.

## Welcome to IVH - New Employees



Pictured from left to right:  
Keisha Hinkle, Nursing  
Alicia Adelmund, Nursing  
Peggy Schmidt, Canteen  
Tannia Torres, Nursing  
Kim Orozco, Nursing  
Autumn Keahna, Nursing



*Caring:*  
Our only reason for being

## this issue

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## EMPLOYEE HEALTH

by Patti Sharp

### April TB Tests

All employees with April birthdays whose last names begin with letters M through Z are required to have a TB test. The test will be administered in Employee Health on the following date and time:

Monday, 04/06/09  
6:15 AM to 8:30 AM  
2:00 PM to 3:15 PM

The test will be read on:  
Thursday, 04/09/09  
6:15 AM to 8:30 AM  
2:00 PM to 3:15 PM

If you need to make other arrangements, contact Teresa Keith at ext. #507. Testing must be completed by the end of the month.



**IVH Insights** is a bi-weekly publication of the Iowa Veterans Home.

### Co-Editors

Lisa Purvis—PR/Marketing  
Ann Hogle—Performance Imp.

To submit news or questions, please email:

[ivhinsights@ivh.state.ia.us](mailto:ivhinsights@ivh.state.ia.us)

Call ext. 485 or  
send to PR/Mktg Dept.

## News from Continuous Improvement by Ann Hogle

We are awaiting the DIA Survey final report. Results will be shared once it arrives. We do know that we were 100% compliant on medication administration.

### Way to go Med Passers!

We discussed the Mobility Clinic with surveyors as an industry "best practice."

As many of you know, nursing homes track quality indicators which help us to identify how well we provide care to the residents. A few of the indicators included are, depression, weight loss, pain, increased need for activities of daily living help, etc. We are now utilizing EQUIP software, which reports on combined QM/QI Rates in a matter of minutes. The Center for Medicare and Medicaid Services (CMS) has integrated the Quality Indicators with the publicly reported Quality Measures.

EQUIP, gives immediate online access to our results, which enhances capability to review results each month. Information on EQUIP is through Cindi Hineman at ext. 559.

The PI Department is putting together a list of potential Kaizen Events to be held, with a final decision by the Directors April 16th.

Send any improvement ideas you believe would benefit from a Kaizen Event to the Performance Improvement Department. With two trained Kaizen leaders in-house it is hopeful we can begin to hold more Kaizen Teams to streamline and improve processes and eliminate waste, especially in these hard economic times.

Watch for new processes from the On-Boarding Kaizen Team. The outcome of this team will make significant positive changes for new employees.

The Culture Change Team continues to work on the transition into the new households. Construction should begin soon. A timeline to share with all residents and staff is being developed.

An **OPEN HOUSE** for residents, families, staff, and volunteers is planned for Tuesday, April 14 and Thursday April 16<sup>th</sup>, to describe the upcoming construction.

Plan to stop by and see for yourself what is going to take place. Staff will be present to explain drawings and answer questions for all three shifts.

### Good Job Med Passers

Becky Vaughn completed medication cart audits this last month for standardized carts, and things looked pretty good. This stems from the Medications Kaizen event.

Sustainment is the hardest part – and the medication passers are doing their part. Keep up the good work.

Remember the **Blood Drive** April 9<sup>th</sup> in the Malloy LRC. Sign up forms were sent to all units and departments. Thanks for your help.

## Nursing Department Update by Deb DeJong

### Nursing Skills Fair

The annual Nursing Skills Fair is being held Tuesday, March 31 and Wednesday April 1, 2009 from 0400 to 2400 each day in Whitehill Auditorium. Three major topics being covered this year include: Infection Control, Documentation and Hospice and Palliative Care. Computer Assisted Training modules have also been developed to cover the additional topics of Oral Hygiene and Use of Restraints and should be completed by April 10, 2009.

The annual Nursing Skills Fair evolved several years ago as a method to provide the required annual in-service and training which

is required for all nursing staff. Although staff can complete all three in-services in about two hours, the preparation and set up is a little more involved.

A number of nursing staff have been involved in developing the specific presentations and materials, based on needs that have been identified from the prior year or regulatory changes. All RNs are involved by presenting at least one of the topics.

The skills fair is offered continuously from 0400 to 2400 for two days, so the majority of the 500+ nursing staff are able to attend. Staff should be able to complete all three topics in about two hours.



## In The News

### Artwork for Phase 1 of IVH Master Plan

by Denise Ulery

A committee was developed to review art work to be incorporated in the new construction taking place in the spring. The committee included; Denise Ulery, IVH; Lisa Purvis, IVH; Kristy Kelley, IVH; Gray Forshee, DAS; Bruce William, Iowa Arts Council; Debra Lampshire, Schemmer; Heidi Person, Martha Ellen Tye Foundation.

It is the duty of the committee to integrate art in the new construction, and it was decided to place art above the fireplaces and in the main lobby.

The committee reviewed the Iowa Public Art Artists Registry and selected 3 artists; David Dahlquist, Nick Klepinger, and Doug Shelton for the project.

The three artists were invited to the Iowa Veterans Home for an interview and a tour on March 24th. This will help the artist become familiar with the Iowa Veterans Home and the upcoming project.

### Severe Weather Awareness Week

The National Weather Service will promote severe-weather safety during the week of April 6<sup>th</sup>. A highlight of the week will be the **statewide tornado drill on Wednesday, April 8th around 10 a.m.** All state offices and the Iowa Veterans Home will be participating in this annual drill. All supervisors please make sure you understand the emergency plan for your work location for severe weather emergencies, and discuss these with all employees. During the drill, each shift, & each unit/department will be expected to carry out all responsibilities as outlined in the IVH Disaster Manual for the "watch" and "warning."



### Jerry's Barnyard

Thursday - May 14 - IVH

If you have any animals you would like to bring in for the residents to enjoy for the day please contact Linda Fisher at ext. 417 or Kathy Mason at ext. 258.

## Admissions Department by Doug Freeman

Current census on 4-2-09 is 725. We have 751 actual beds we can fill at any given time. Of the 751 beds, 113 beds are in Heinz Hall and are licensed at the residential level, 638 are at the nursing level of care. The census on this date in the year 2008 was 720. Of the beds that are currently open we have three nursing beds scheduled for admissions. IVH has 321 residents on Medicaid (Title 19). The Iowa County Commissioners, Directors and Administrators of Veterans Affairs are the primary contact in the counties regarding all veterans' benefits. The Admissions Office would be happy to answer questions you may have regarding eligibility for admissions, cost of care or available services. You can reach us at 641-752-1501, ext. 392 or 800-645-4591.

The Admissions office will also work on your behalf in handling matters with agencies, such as the Department of Veterans Affairs, Social Security, Defense Finance Authority Services (military retirement), Medicaid, Medicare, and other agencies. Other services offered by this office are: bill paying, money management, and business mail assistance. If you receive a pension (from the DVA, Social Security, etc.) the Admissions Office can be appointed to be responsible for these funds on your behalf.

In the event of a resident's death, the Admissions Office will assist in making burial arrangements for those desiring interment in the Iowa Veterans Home Cemetery.

## IVH in the Community



### 5<sup>th</sup> Annual Iowa Valley Leadership Run for Service

Saturday, April 18, 2009 – Iowa Veterans Home

Hosted by the Iowa Valley Leadership Class of 2009

The Run for Service is a **5K Run/Walk** event held to raise money for a community service project. This year, all proceeds will be used by *Iowa Valley Leadership* to aid in the construction of a greenhouse for **Quakerdale Farms, LLC**.

The race begins at the Iowa Veterans Home at 8:00 a.m. Packets will be available at 7:00 a.m. on the day of the event.

Cost of registration: \$20 (before 4/9/09) and \$25 (after 4/9/09). Registration forms available by calling Shelly Tilton at ext. 297 or by contacting Betsy Macke at (641) 844-5619 or [Betsy.Macke@iavalley.edu](mailto:Betsy.Macke@iavalley.edu).

## FOOD AND NUTRITION SERVICES

by Mark Freland and Jane Linnenbrink

During the last two or three years we have seen a lot of changes at IVH. One positive change I witnessed is the evolution of the Resident Food Committee. Four or five years ago I would have told you this Committee was not a real productive work group, with a small group of residents meeting with management from Food Services to discuss issues with the food offerings and services provided. Three or four residents who showed up for the meetings would often vent personal opinions about likes or dislikes about the food or services they were receiving. Sometimes the residents didn't show up for the meetings at all. Things have changed since then.

A couple of years ago we added new members to our work group, one being a dietitian to discuss nutritional aspects, while still discussing new or different menu items. Dietitians suggested resident candidates and 15 residents were recruited, all with various backgrounds and perspectives. This group of residents are attending meetings on a regular basis and bringing ideas that represent not only their own opinions, but the opinions of other residents. This group of residents is doing a very commendable job of doing just that.

The results of these changes have been positive. (*Cont. page 4*)

## Annual Don Laughlin Music Festival planned for September

Anyone wanting to share their musical talent needs to start planning now to audition.

If you wish to participate please contact Kim Marsh at ext. 330 to set up an audition in May or June.

Results will be posted and rehearsals will begin the week of July 6<sup>th</sup>

If you would be interested in showcasing your art work at the Music Festival, please contact Kim Marsh at ext. 330 or Don Laughlin (D3).



## Upcoming Events

Day	Date	Time	Event	Location
Mon	4/6	9:30 am – 3:30 pm	VALIC representative available	Ford Conf Room
Wed	4/8	morning	Bake Sale for Marcia Seymour	Malloy LRC
Wed	4/8	2-2:30 pm	Effects of Antipsychotic Use on Weight Gain	Dack Ed Room
Thurs	4/9	9 am – 3 pm	Employee Blood Drive	Malloy LRC
Thurs	4/9	2:00 p.m.	Diabetic Support Group	Dack RFSC Room
Wed	4/15	12-1 pm	Promoting Involvement in Meaningful Activity	Ford Conf. Room
Thurs	4/30	9 am – 3pm	ING Rep	Ford Conf. Room

## Announcements

**Congratulations** Sadie Wertz, RN, M3N received a BS in Nursing, Kaplan University, graduating with high honors and 4.0 GPA.

We **thank** our co-workers & friends for cards, memorials & kind words given during our Mom's death. IVH really is a good place to work - Connie Woosley -open gym, Jan Doe - M4S

**IVH Golf Tournament** - Reserve the date – June 12<sup>th</sup> – 2009 IVH Spring Golf Tournament at Town and Country Golf Club, Grundy Center. Questions contact Greg Schaa, ext. 554 or Dave Winjum, ext. 419.

A big **thank you** to everyone for the cards, phone calls, and donation of time related to my recent injury. It is very much appreciated.  
Kay McConnell, CMA

**Cashier's Hours** - Effective Monday, March 23<sup>rd</sup>, the Cashier Office will be closed from 12:00 noon to 1:00 pm each weekday.

**Thank you** to everyone for the tremendous outpouring of support and kind expressions of sympathy following the death of our Dad and brother, Richard Thomas. The memories you have shared with us have been wonderful. Your thoughts, prayers and support have meant a lot. Thank you. Carol Ward and Tom Cavanaugh

Help a co-worker **Bake Sale** for Marcia Seymour, Wed. 4/8 a.m. To donate items drop at Kopper Kettle or Rehab office on 4/7 or early 4/8. Thanks for your help!

Notice - **Stamps increase 2¢** per stamp on May 11<sup>th</sup>. Stamps will then cost 44¢ each.

**A BIG thank you** to everyone for your visits, calls, cards, gifts and prayers during my stay in the hospital. I am currently recuperating at home and am thankful to have such GREAT people to work with. I am hoping to be back to work soon. Thanks again to everyone for your friendship. Marcia Seymour, Rehab Services Secretary

## Rehab Services Update *by Penny Cutler-Bermudez*

### Facts about Ceramics

The residents at IVH have been participating in Ceramics for over 40 years. In 1979 it moved from where Central Supply is now to its current location on the main floor of Malloy.

The Ceramics staff encourages residents to work at their highest potential and at their own pace. It is exciting to see residents create something unique while interacting with other residents and staff in a calm, encouraging atmosphere. Residents are provided one on one time with staff to make an item of their choice that they may keep, sell in the gift shop, or give to a loved one. A project can take from one day to several months depending on the level of difficulty and the ability of the resident.

Due to the long waiting list we recently worked together to create an additional class to allow more residents to participate. Each month we have approximately 100 residents attending approximately 600 times.

Feel free to stop in and see the work that is being done in the shop or stop by the gift shop to see some of the finished products. We are so fortunate to have the ability to serve the residents through this type of activity.

### (Cont. from Page 2 Food & Nutrition Services)

We have added a few new menu items, brought back some that had not been on the menus for a long time, and have made attempts to improve the quality of a few items based on the committee's feedback. The influx of new members has added some zest to the meetings. We are moving in the right direction.

### RECENT MOVES:

Cherie Jones from the Control Center has moved to Sheeler 1 East (the old admissions area).

The Resource Nurses moved to the old control center – Dack Basement (across from the clothes closet).

This includes:

Heather Blais - ADL

Kelli Buresh – Wound Care nurse

Tammy Haren – Hospice - End of Life Care

Shannon McIntire – ADL

Marie Robertson – Mental Health Nurse

Ruth Roelsgard – Hospice - End of Life Care

Debbie Rubenbauer – Diabetes Education